

eCMS v.4.1 Cloud-Based ERP Software - Hosted Case Study



“Like so many construction companies of the past, we woke up one morning and found ourselves supporting mission-critical business processes with outdated software and systems. We needed an ERP that would streamline our day-to-day operations, provide data to decision-makers in the here-and-now, and help us plan for our success tomorrow.”

— Christina Brizzee, CFO, Lancaster Development

Company: Lancaster Development, Inc.

Industry: Heavy Highway Contractor

Construction Services: Earthwork, Utility Services, Paving, Bridgework, Milling, Trenching, Equipment Transportation, Material Trucking, Contract Crushing, Design / Build, Value Engineering and Construction Material Production.

Headquarters: Richmondville, NY

Territory/Locations: Two main locations, Tri City and Lancaster Development

Client Information: Lancaster Development Inc., headquartered in Richmondville, NY, is a third-generation family-owned business with a long history of outstanding quality work and exceptional customer service in the heavy highway construction industry with a full-service aggregate and asphalt producer division.

Software Applications:

eCMS, Account Payable, Accounts Receivable, General Ledger, Job Cost, Payroll, Content Management, Workflows, Business Intelligence, Time and Material Billing, Purchasing, Archival, Human Resources, HRSS, Service Management, Equipment Accounting, Equipment Maintenance, Project Collaborator, Mobile eCMS, Archival, Bill of Material, Integration Suite, Material Requisition, Order Processing, and Plant Sales.

Technology Environment:

Cloud / Managed Hosting

Challenge: Lancaster Development was a fast-moving, forward-thinking construction company being slowed by legacy systems. As competition grew and customer demands increased, their financial and project management software just couldn't keep pace. Lancaster was being held at a disadvantage by the ongoing costs associated with mandatory IT updates and older, on-site infrastructure that needed constant attention. In addition, in-house expertise was required to back-up critical data, monitor disaster recovery scenarios and perform routine maintenance. Clearly, Lancaster Development needed a more powerful and streamlined ERP solution to match their changing business needs.

While working on their ERP upgrade, Lancaster Development considered a variety of deployment options and sought a number of customizations to help drive their business to new heights. But, Lancaster knew a solution this unique and comprehensive would take a strong partner to build and implement.

Was there an ERP expert who could deliver a cost-effective, cloud-based solution with cutting-edge applications and big data workflow that would support Lancaster Development's goal of being an industry-leading construction company?

Solution: Lancaster Development conducted a detailed analysis of the cost, time and effort of upgrading their current on-premise system versus moving to a customizable cloud-based ERP. The results clearly favored a switch, showing huge reductions in labor and expenses as their payoff for the move.

The firm selected Computer Guidance Corporation's Hosted eCMS v.4.1 ERP to increase its business performance by integrating field and operations information, and then making it available to all project stakeholders anytime, anywhere. On the job site or in the back office, Lancaster Development personnel could utilize browser-based applications, including business intelligence, digitized workflow, and content management, to perform key tasks and make critical decisions in real time.

Not only was CGC able to deliver a customized, cloud-based solution adequate for Lancaster Development's current business objectives, they future-proofed the firm by providing an ERP that will scale to meet new demands as the construction company evolves for decades to come.

Results:

- **Affordable** – Cloud-based ERPs have no upfront infrastructure costs. Payments are made during system use and are treated as an operating expense.
- **Predictable** – Standard monthly payments cover software licenses, upgrades, support and daily back-ups.
- **Worry-free** – Hosted solutions eliminate ongoing maintenance and updates by employees.
- **Secure** – Data centers employ security and disaster recovery measures beyond the affordability of most businesses.
- **Deployable** – Cloud-based software is deployed quickly over the Internet compared to on-premise applications which require installation on physical servers and PCs.
- **Scalable** – Cloud technologies provide greater flexibility, scaling to meet demand on a pay-as-you-go model.
- **Efficient** – High energy costs associated with servers and systems are eliminated through the cloud.
- **Continuity** – Disaster recovery and business continuity are included with cloud deployment and managed by the service provider.
- **Total Savings** – **\$68,215.60**

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“The savings we achieved with our transition to eCMS have been incredible, in terms of both hard and soft dollars. By partnering with CGC, we eliminated the hours and expenses associated with on-site hardware, software and maintenance... and we got a productivity boost for our entire business at the same time.”

— Ken Meyer, CIO, Lancaster Development

Transition: The gap between an antiquated infrastructure and a futuristic ERP can sometimes seem like a chasm too great to cross. However, the experience and expertise of CGC created a seamless transition and implementation for Lancaster Development.

Proper planning, in-depth organization and constant communication were key elements of the system swap. Working together in true partnership, Lancaster and Computer Guidance teams had every user across the organization (three separate companies) using the hosted eCMS v.4.1 system within a day and a half. Since then, the company hasn't looked back, but instead is looking forward to huge savings, increased performance and tremendous peace of mind.

Lessons Learned: Six months after the company's transition to hosted eCMS, an unexpected systems error occurred that caused the ERP to be down for almost two days. But thanks to the cloud, all of Lancaster Development's operations moved forward without issue. Their employees were able to interact with their applications and information through another system in the CGC data center while the issue was being resolved.

If Lancaster was still working with their outdated, on-site system, all operations would have ceased in order to wait for the fix. In addition, older systems often require longer resolution times and there is typically no alternate means of data capture, modification, sharing, using or storing.



Highway Construction
in the State of New York



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